

**ABSTRACT OF THE DISCLOSURE****MANAGING CALLER PROFILES ACROSS MULTIPLE HOLD QUEUES ACCORDING TO  
AUTHENTICATED CALLER IDENTIFIERS**

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10 A method, system, and program for managing caller profiles  
across multiple hold queues according to authenticated caller  
identifiers are provided. An identity of a caller of a call  
received at an on hold system is authenticated. The call is then  
placed in a hold queue. A caller profile associated with the  
identity of the caller is retrieved, such that services available  
to the caller while on hold are specified according to the caller  
profile. In particular, the caller profile is preferably  
retrieved from at least one caller profile server according to  
the caller identifier, where the at least one caller profile  
server is accessible to multiple on hold systems. Further, the  
identity of a caller may be authenticated by authenticating a  
voice sample received from the caller, such that a single  
20 identity for the caller may be authenticated at multiple call  
centers.